

Wrap Up and Speaker Introduction: “President’s Call to Action”

Highlights of Conference

George Wyeth introduced Larry Teller to present the Great Idea Contest winners. Conference participants were invited to propose an idea in response to a fanciful but probing challenge:

If you were stuck in an elevator with the head of your agency for ten fretful minutes, what one idea for revolutionizing citizen-centered customer service would you propose?

Ten ideas were evaluated by a committee representing EPA, the Federal Consulting Group, the Food and Drug Administration, the Department of the Interior, and the National Institute of Standards and Technology. The review focused on the potential of the idea to effect an important change and/or service improvement, its practicality, its responsiveness to the President’s Management Agenda for citizen-centered government, and its clarity of purpose. The winning ideas were proposed by (in alphabetical order by agency):

Frances Benedict and Audrey Borja, Food and Drug Administration: A customer service award/reward system to recognize managers who encourage and implement customer service measures.

Pat Moton, National Technical Information Service: Hold well-publicized annual meetings around the country, and via live Web cast, to give citizens a forum for their ideas and questions.

Lynne Heltman, Veterans Affairs: Provide convenient access to government Web sites at post offices throughout the country, with an effective publicity campaign to alert citizens to this easy-to-use service.

In addition to the prizes awarded during the closing conference session (Borders Book Store gift certificate, autographed copy of “A Handbook of Services Marketing & Management,” and free rental of a CRM customer relations training tape), these four winners will, if arrangements can be made, be given an opportunity to push their ideas, face to face, with the head of their agency.

The other meritorious ideas were submitted by (in alphabetical order by name): Tamara Gipprich (U.S. Geological Survey), Linda James (EPA), Carol Morgan (EPA), Peggy Riek (Interior), Stephan Sylvan (EPA), and George Walker (EPA). Larry Teller followed up an arranged for meetings for the FDA winners with Deputy Commissioner Dr. Lester Crawford and for NTIS Director Ron Lawson to meet with Pat Moton.

Mr. Wyeth then asked for conference participants to share conference highlights:

For EPA attendees, Governor Whitman’s address was a highlight because it reinforced the conference emphasis on e-Government and managing for results as her priorities for the Agency

Partnership Panel – collaboration and cooperation are keys to eliminating redundancy, greater efficiency, and less waste.

Suzie Humphreys and the Importance of “I Can” and “We can” make government citizen-centered.

Mr. Wyeth introduced the closing speaker, Ms. Linda Morrison Combs, EPA’s Chief Financial Officer.